

# U-Fix Text.

Available between 1 November 2007 and 5 February 2010

	U-Fix £20 Text	U-Fix £25 Text
	Inc. VAT	Inc. VAT
Monthly line rental for contract length 12 months	£21.65	£27.06
Inclusive minutes (each month) Local, national and voicemail calls and calls to any UK mobile operators' customers at any time	15	30
Inclusive text messages (each month) to any UK mobile operator's customers	300	500
Rollover	No	No
Service Type	Included in Allowance? <sup>1,2</sup>	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>
Calls to UK mobile numbers	✓	50p per minute <sup>4</sup>
Calls to Landlines numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	✓	50p per minute
Calls to 08 Numbers (not including Freephone 080)	✗	50p per minute
Calls to Freephone (080)	✗	Free <sup>5</sup>
Calls to retrieve voicemail	✓	50p per minute
Text Messages to UK mobile numbers	✓	15p per message <sup>4,6</sup>
Picture Messages	✗	50p per message
Calls to Customer Services (During Normal Working Hours)	✗	Free <sup>7</sup>
Calls to Customer Services (During Extended Working Hours)	✗	50p per call <sup>7</sup>
Call Divert	✗	Standard Call Rates Apply

Prices correct as at September 2018.

1 Your inclusive minutes are from the UK to UK mobile customers, voicemail and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).

2 Calls made within your allowance are charged on a per second basis.

3 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

4 Calls & text message to certain MVNO ranges and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection. See 'points to note' for

more information.

5 Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, ee.co.uk

6 Applies to messages sent from your phone or via the T-Mobile website www.t-mobile.co.uk

7 Call charges vary depending on the time of your call as well as other optional selections that you may choose. You will be notified of call costs and have the option to end the call at that point without incurring any charge. Please see our 'Non-Standard Service' brochure for further details and for definitions of our "normal working hours" and "extended working hours".

\*Please go to the "Help & Support" section of our website, t-mobile.co.uk for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

Life's for Sharing

T-Mobile

- You'll need to promise to stay with us for 12 months. If you make a call or send a text which isn't included in your plan, you will need to top up first like a pay as you go customer. When you spend that top up we will treat you like a pay as you go customer but your U-Fix price plan charges will apply. Some services will be added to your bill rather than taken from your top-up. We will tell you if that is going to happen.
- Call Me Back is only available to new and existing U-Fix customers. You can use call me back up to 5 times a calendar month when you are in the UK to send a free SMS to a customer of a UK mobile network or to a local or national number starting with 01, 02 or 03. This doesn't cover Jersey, Guernsey and the Isle of Man.
- **Inclusive minute allowance** (shown on your bill as 'allowances') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls. Your inclusive minute allowance excludes calls to the T-Mobile WAP service, calls made whilst abroad, calls to numbers prefixed with 08 and calls to the Isle of Man, Jersey and Guernsey.
- Text allowances include text messages sent to any UK mobile operators' customers, including access to RNID Typetalk™ via BT RelayAssist, but excludes all other text message options and text messages sent whilst abroad.
- **If your inclusive minute allowance runs out during a call**, we will charge you for the remainder of that call.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount you have used** by calling the T-Mobile account enquiry service (dial 150). The estimate includes the inclusive minutes you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer**. Your first month's charge and inclusive minutes allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- **Per minute charging** applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device. The call is billed at the rate applicable at the start of the call.
- **A call ends when:**
  - a) you end the call on your device; or
  - b) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
  - c) you do not end the call on your device, up to 30 seconds after the last third party you were connected to has ended their call.
- On the bill, for pay monthly customers a call within the allowance will be rounded to the nearest second. Customers who top up and use that top up to make calls, those calls will be rounded to the nearest penny and VAT will be charged on each individual call. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- Diverted calls are charged at the local or national call rate or, if appropriate, the relevant mobile or special number rate. Diverted calls are not included in any inclusive minutes you may have.
- Additional charges may apply whilst using your T-Mobile phone abroad.
- Additional charges (e.g. international call charges, premium rates etc) can be found on [www.t-mobile.co.uk/whatitcosts](http://www.t-mobile.co.uk/whatitcosts) or our 'Non standard charges' leaflet.
- T-Mobile reserves the **right to vary or withdraw** any individual or additional service with 30 days notice. A text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.
- For U-Fix customers all calls made whilst roaming will be billed per second after the first minute.
- For U-Fix customers all GPRS session charges will be rounded to the nearest half kb.
- For U-Fix customers any business registered customers on these price plans will not be eligible for any business discounts.
- Certain charges will appear on your bill rather than being deducted from your top up credit. These services are; text allowances, MMS bundles, Caller Tunes subscription charge, £3 charge for processing payments where you do not pay by direct debit and T-Mobile Browsing Bundles.
- You can use your inclusive minutes and texts at any time to all UK mobiles and numbers starting with 01, 02 & 03. This doesn't cover Jersey, Guernsey and the Isle of Man.



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Information correct as at

September 2018.

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